

Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Application Number	10/602,593
Filing Date	June 25, 2003
First Named Inventor	Steven TIVEY et al.
Art Unit	3629
Examiner Name	Gabrielle A. MCCORMICK

Sheet	1 of 2	Attorney Docket Number	52493.000312
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*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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EXAMINER SIGNATURE

DATE CONSIDERED

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Sheet	2 of 2	Attorney Docket Number	52493.000312	
OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS				
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
		www.netlingo.com/lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		Business Wire. "MarketSoft's Leads Wins Call Center Solutions Editors' Choice Award". Business/Technology Editors. Business Wire. New York: Aug. 25, 1999. pg. 1	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented from the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html); http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html ; http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html ; http://web.archive.org/web/20010806080042/leadtrack.com/appfeatures.html ; http://web.archive.org/web/20010801185319/leadtrack.com/features.html ; http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif .)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com (pages documented from the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010801185659f1eadtrack.com/faq.html) Leadtrack.com (pages documented from the Internet Archive on December 1, 2001 (http://web.archive.org/web/20011205051744/www.leadtrack.com/features.html and http://web.archive.org/web/20011224094912/www.leadtrack.com/screen-customer.html)	<input type="checkbox"/>	<input type="checkbox"/>
		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtml printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
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